

**NHS Enfield Clinical Commissioning Group
Voluntary and Community Stakeholder Reference Group
Terms of Reference**

1. GENERAL

These terms of reference set out the membership, remit responsibilities and reporting arrangements of the Stakeholder Reference Group.

2. PURPOSE

- 2.1 The group's purpose is to provide the patient, service users and public perspective, as articulated by voluntary and community sector representatives on the development, planning, implementation and evaluation (success and challenges) of health services commissioned by Enfield Clinical Commissioning Group (Enfield CCG).

3. RESPONSIBILITIES

- 3.1 To raise the profile and importance of patients, service users, carers and other stakeholder's opinion in influencing local healthcare developments, such as service redesign, commissioning intentions and procurement.
- 3.2 To enable the voluntary and community sector perspective to be expressed and used to influence proposals and decisions.
- 3.3 For Enfield CCG to share knowledge and fully inform about local NHS services and commissioning plans for the future at local level and across the North Central London Sector
- 3.4 To work with Enfield CCG to address areas of concern and improvement
- 3.5 Members will assist in communicating information to voluntary and community groups within Enfield
- 3.6 To promote formal consultations and other engagement activities that will potentially have an impact on local health services as and when these arise.

- 3.7 To provide strategic and accurate feedback on voluntary and community organisations, residents, service users and patients' needs, concerns and interests.
- 3.8 To develop, promote and scrutinise plans, projects and services that would benefit the residents of Enfield.
- 3.9 To assist Enfield CCG to develop mechanisms to communicate feedback and achievements to the wider community including patients, the public and across all stakeholders.
- 3.10 To ensure all interested parties are kept informed about the work of the Group and how it influences the work of Enfield CCG.

4. MEMBERSHIP AND QUORACY

- 4.1 The group comprises maximum of 20 members with a quorum of 8 members of which there must be representation from Enfield CCG, London Borough of Enfield and 6 other voluntary and community stakeholder members.

- 4.2 **The core membership is:**

Enfield CCG

Head of Communications and Engagement – Chair of Group
Patient and Public Engagement Manager

NHS North and East London Commissioning Support Unit
Equality and Diversity Manager

**Elected Enfield Patient Participation Groups'
Representative**

London Borough of Enfield Representatives
Third Sector Development Manager

**One Representative from 15 voluntary
organisations/community groups to include:**

Age UK

Enfield Carers

Enfield Disability Action

Enfield Faith Forum

Enfield Lesbian Gay Bisexual and Transgender Network

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Enfield Parents and Children
Enfield Racial Equality Council
Enfield Voluntary Action
Enfield Women's Centre
Healthwatch Enfield
Mind in Enfield
One-to-One Enfield
Our Voice
Over 50s Forum
Youth Parliament

- 4.3 The minutes of the meeting will normally be taken by Enfield CCG's Communications and Engagement Assistant.

5. ATTENDANCE

- 5.1 Other CCG Managers will be invited to attend when the group is discussing areas that are their responsibility. If they are unable to attend in person, then they will nominate a suitable deputy to attend in their place. Other individuals will be invited to attend if specific specialist advice is required.
- 5.2 Other colleagues from supporting organisations including Commissioning Support Unit will be invited to attend where appropriate and with their agreement.
- 5.3 Guest speakers will be invited when specific challenges or items of interest are being discussed.

6. FREQUENCY OF MEETINGS

- 6.1 The Group will meet at least four times a year. The chair may call additional meetings as necessary.
- 6.2 If a designated member is unable to attend, they should endeavour to send a representative in their place.
- 6.3 Members may be contacted via the Chair or Enfield CCG colleagues in-between the formal meetings, if there are urgent matters to discuss.
- 6.4 Meetings to be interactive and last no longer than two hours.

7. REPORTING

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- 7.1 The group will report to the Patient and Public Engagement Committee.

8. GROUND RULES

- 8.1 Requests for Agenda items should be sent to the Communications and Engagement Assistant a minimum of two weeks in advance. The Chair will decide when and if items can be added, depending on previous commitments and time restraints.
- 8.2 An approved agenda and papers will be circulated by email to all members five working days in advance of meetings taking place. Paper copies of meeting papers will be available on request from the Communications and Engagement Assistant
- 8.3 Minutes from the previous meeting will be circulated to all members no later than 15 working days after the meeting.
- 8.4 From time to time it may be necessary for the Chair to make an urgent decision at short notice. Members will be advised of this at the next available meeting, or by other means, such as email.
- 8.5 Membership is on the understanding that this Group is not the mechanism to raise or deal with individual complaints or to lobby in relation to funding for individual voluntary and community sector organisations or other organisations. Complaints or concerns of any nature should be directed through appropriate channels in the usual manner.
- 8.6 To ensure that meetings run smoothly and effectively, members will be expected to adhere to the following rules:
- Members will read circulated reports and other materials in advance of meetings
 - Discussions should follow planned agendas
 - Show respect by listening to others and not interrupting
 - Operate on a consensus; seek general agreements
 - Identify actions that result from discussions and commit to following through those actions
 - Address items through the Chair of the meeting
 - Talk one at time; wait to be recognised by the Chair

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- Turn mobile phones off, to silent or on vibrate
- Be respectful of other members ideas, views and cultures

9. CONFIDENTIALITY

- 9.1 Documents circulated by Enfield CCG, London Borough of Enfield or voluntary or community organisations, and the notes from the meetings, can be shared externally unless expressly stated as confidential or in draft form.
- 9.2 Members are required to respect confidentiality of specific topics discussed at the meeting as requested by other members, CCG staff, Local Authority staff or guest speakers.

10. REVIEW DATE

Membership and chairing arrangements will be reviewed annually.
Next Review date will be September 2016

Approval date: 21 September 2015